

February 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12957	02/03/03	3	OB customer requested name of company and agent spelled out name instead of reading it to her. She also stated that the agent spelled the email address instead of reading it to her. She also stated that the agent spelled the email address instead of reading it to her. Apologized to customer for the inconvenience and informed her that her complaint would be documented.	02/03/03	Met with agent Agent was unsure of the business name therefore he spelled it out to voice person. Email address was spelled out to ensure accuracy.
3391H	02/03/03	8	Customer received an incoming relay call and was not able to understand the CA announcement RGW beginning of the call. Either due to accent or enunciation of words the customer did not understand what she was saying. The second person was able to get the CA number but the customer hung up before he could get clarification of the call. I thanked the customer for taking time to let us know and apologized for the inconvenience. I told him the report would be sent to the call center supervisor. No follow up requested.	02/11/03	Met with agent however she did not remember this particular call. Advised the agent that when announcing the svc to make an extra effort to slow down and enunciate each word. Agent was very receptive to feedback and was observed making an effort.
3399H	02/04/03	9	Customer states that agents do not know how to process 2 line VCO calls with Sprint relay online. Thanked the customer for letting us know and assured that the complaint would be investigated further.	02/06/03	Met with agents. Agents were referred back to 2line VCO refresher.
3398H	02/04/03	6	Customer called in stating that the agent did not do a great job. The agent was very slow in typing the conversation and made some typing error; there was also some unfinished sentences. Thanked the customer for calling in asking of the agent had said that the person they were calling was talking too fast. Let the customer know I would fwd to the appropriate center. Customer did not want contact with resolution.	02/05/03	Agents typing speed meets FCC requirements. Coached agent on the importance of typing accurately to ensure messages are received and understood clearly.
3398H	02/04/03	7			
3403H	02/05/03	12	Sprint relay online customer was trying to place a 2 line VCO call the agent did not know how to handle this type of call and the customer spoke to a supervisor Supervisor also could not help with the call. Customer is very upset that no one was able to assist her with this call. Apologized to customer and told her this would be documented and sent to the center.	02/07/03	Customer requested VCO to VCO. TL asked 3 times for clarification. Customer claimed to be inbound but she was outbound. Customer did not understand.
3406H	02/06/03	24	SRO customer commented that the java sprint uses for the relay thing takes too long to load on computers that are 500 mhz or slower. Apologized to the customer for the delay and told him I would pass on this info.	02/06/03	Unable to follow up with customer as no names were provided or contact info.

13028	02/06/03	3	Customer complained that operator did not follow instructions and did not pay attention when the customer tried to interrupt. I apologized to the customer for the inconvenience and informed him that his complaint would be documented.	02/06/03	Met with agent. Coached agent on the importance of adhering to customers requests. Also coached agent on the procedures to be followed when handling interruptions on internet call.
3410H	02/06/03	29	An internet relay user received recording of invalid 800 number when he tried to place a call. I apologized to customer for the problem and opened ticket #1000715161 to investigate the issue. Followed up Required.	02/07/03	trouble ticket results - Referred to T&I and Marketing, Working as designed. Internet Relay will block toll free numbers with an NXX of X11. Attempted to contact customer, Unable to due so the # was invalid.
6364X	02/06/03	29	TTY user said agent didn't type recording verbatim. TTY user said no technical difficulties. Apologized for the inconvenience said will coach agent.	02/06/03	Spoke with agent. Agent said that pause/play didn't work. Coached agent on keeping caller informed.
13027	02/06/03	21	Customer states that CA didn't follow FCC requirements to stay on line for ten minutes before she switched over to new CA. The agents switched after 7 minutes. I apologized to the customer and advised her that her complaint would be fwd to the QA dept.	02/11/03	Emergency situation. Met with agent. She stated that she understood the 10 min rule had to be adhered to. However she had an emergency which caused her to leave early. Reviewed 10 min rule with agent. Coached agent on the importance of adhering to guidelines.
3421H	02/12/03	21	Caller was having problems with agent doing poor job Caller identified as a deaf service coordinator and talking with a doctor that was not familiar with relay. Person said they typed a long paragraph explaining who she was and her reason for calling. The doctor asked to repeat and agent typed back to caller and caller had to retype everything again, and was not happy. I apologized to the caller for the problem and let her know that a complaint would be sent to the agent's location for supervisor to handle appropriately. No call back was requested on this issue.	02/12/03	Met with agent. Was informed that in the middle of the call a second person came on line. Customer requested that agent repeat all info previously typed to the second person. According to relay policies the agent followed procedures by not going back into the conversation to repeat info.
2413	02/13/03	17	The caller stated that when she answered the call CA replied to please disregard this call. The caller then asked if she had a relay call for someone; CA then told her to disregard the call. The 3rd time CA replied in a rude tone to disregard the call. The caller asked if she had a call for a specific person. CA at that point stated "oh yes I thought oh I don't know". Apparently the CA asked the caller if it was for this specific person then got back and the caller said 'yes I have a call for (name). Apologized and assured issue would be investigated further.	02/14/03	Met with agent. Agent followed proper procedures when reaching another relay svc. Advised agent that the line should have been disconnected after telling the other CA to disregard the call. Coached agent on the importance of being courteous and professional when communicating with customers.

3433H	02/14/03	17	<p>SRO customer called customer svc using relay. They said that while making a call through SRO they had a bad connection and the typing was garbled. The customer told the person they were talking to that the connection was bad and told the agent that the connection was bad. According to the customer, the Agent told the customer to stop interrupting while they were trying to type. The customer then told the agent that she was not blaming her but that they had a bad connection. The agent once again told the customer to stop interrupting while they were typing. The customer does not think the agent should have argued about this. Apologized for the problem and assured then that the agent's supervisor would be notified.</p>	02/14/03	<p>QA rep met with agent and agent stated she remembered the call. She was trying to explain to the customer why their messages was coming out garbled but the customer misinterpreted what she typed to them. The agent documented the incident on a CA feedback form. Agent was coached on the importance of maintaining a professional phone image at all times. QA rep explained that if the caller has difficulty understanding what has occurred during a call to request for a supervisor. A CA feedback forms would be filled out so that QA dept is made aware of the situation and can handle the complaint properly if one arrives at the center.</p>
3428H	02/14/03	3	<p>Customer states 'I gave specific instructions at the beginning of the call for the dot in the dollar amt to be typed. I asked for that at least 2 or 3 times and agent said it could not be done that way.' Customer further states it was requested that no recordings to be typed but the agent typed the recording msg. Customer states 'most agents I deal with have no problem following directions. CS rep apologized and advised a complaint would be fwd to the supervisor. No follow up requested.</p>	02/21/03	<p>Met with agent. The agent recalled the events that transpired during that particular call. The agent stated that she followed the customers instructions and processed the call efficiently. However the customer was dissatisfied with the svc that was provided. The agent notified a Sprint Relay supervisor who further confirmed that the procedures the agent used fulfilled the requirements of Sprint Relay guidelines. When instructions were altered thereafter the agent adhered to them correctly. Agent was blind monitored and incurred no problems with complying with the instructions and providing svc that satisfies both the customer and Sprint relay as a whole.</p>
3429H	02/14/03	3	<p>Customer asked for supervisor assist and supervisor was no help. Customer states "I gave specific instructions at the beginning for the dot in the dollar amount to be typed. I asked that at least 2 or 3 times and agent said it could not be done that way." Supervisor also said it could not be done. Customer states "most agents I deal with have no problem following what was typed without the dollar amt. CS rep apologized and advised a complaint would be issued.</p>	02/14/03	<p>Program mgr met with team mgr concerning the complaint. The TM stated that at no time was she not trying to assist the customer but was advising the customer the agent would not be able to honor that part of their instructions. She also offered several suggestions, but the customer rejected them. At no point was the customer informed that the Miami center could not follow customer instructions.</p>

3441H	02/17/03	35	Voice caller received call via SRO but she does not know any deaf people and asked them not to call back. Then the caller cussed and used filthy language with her. She feels that this abuse should not be allowed and that the svc needs different guidelines. I apologized for the problem explaining we do not have any records of any calls and provided the acct mgrs contact info. Customer intends to write the acct mgr regarding this.	02/18/03	No further action possible as unable to follow up with no contact info provided.
13018	02/17/03	17	Customer stated that the agent wasn't able to keep up with her and when he asked her to slow down she started talking sarcastically slow. The operator still did not catch up. At the end her party said he was hanging up and the operator read the last statement sarcastically slow trying to get back at her. She feels that the operator should not be sarcastic towards customer. I apologized to the customer and told her I will follow up with the agent regarding not being rude to customers.	02/17/03	Met with agent. Agent was coached on the appropriate phrases for pacing. Agent was also coached on demonstrating professionalism.
3446H	02/18/03	15	SRO caller complained agent typed "recording GA" then asked if this was normal procedures. Apologized for the problem and explained that agents are to type everything heard. Customer does not want any contact.	02/21/03	CA was coached and is aware that the recording message should have been typed.
3446H	02/18/03	21			
3444H	02/18/03	3	The agent didn't read the instructions of the call or the message that I wanted to leave. It was simply for my brother to call me and it took her three times to leave the right message for me. Thanked the customer for calling and let her know that I would write this up and fwd at appropriate center.	02/17/03	Met with agent. The agent did not recall the situation in question and disagreed with the allegations mentioned in the complaint. The agent adhered to all customer requests promptly and efficiently when blind monitored. The importance of following call procedures and instructions provided by customers was the primary focus of their coaching session.
12940	02/18/03	3	Customer was upset because the agent would not go back into the conversation and re-read sections of the conversation to him. He tried to cut and paste but the agent could not read the text. Apologized to the customer for any inconvenience and tried to explain that her text was not coming through. Customer does not want follow up.	02/25/03	After researching discovered we were unable to read text that has been cut and pasted. Met with agent. The agent vividly remembered this particular call. The agent stated he wasn't receiving what the caller was cutting or pasting on his or her screen. Agent did follow proper procedures. Which agents cannot go back into the conversation once the GA has been said or typed.

3453H	02/20/03	3	SRO customer states operator did not even dial the number requested and when asked to speak to supervisor was told there was non available. Customer said they would wait for one and was disconnected. Customer took RCS address so they can send a copy of the tape. Apologized for the problem and let customer know I would inform the agent supervisor for follow up. Customer will send in tape of the conversation and include # if contact is needed but did not ask to be contacted.	02/18/03	Agent only remembers a call where the customer wanted an International call but call would not go through. Agent said she asked customer for a carrier of choice agent did not know she could not use COC on internet calls. She said did not get a response and the call disconnected but she did not disconnect the call. Informed agent they could not do COC on SRO's. Agent remembers call but did not disconnect the caller. The caller did not respond before call was disconnected.
3453H	02/20/03	5			
7068za	02/20/03	33	Customer received letter from Sprint relay customer svc that Global Crossing had been placed in customer database as the customer preferred LD carrier. When the agent attempted to process the customer's call, Global Crossing was not listed as an available carrier nor did the all other carrier option appear as available. Customer commented the issue would be escalated at a legal level as the customer is unable to use the preferred carrier to place LD calls. Supervisor contacted customer svc who did apologize and also said it was a glitch in the system. Supervisor apologized and informed customer the concern would be documented and fwd to the appropriate person for follow up. Customer would like call back.	02/22/03	Contact customer and let them know that if problem continued to please contact me.
3467H	02/23/03	4	The agent took too long to let customer know there was a live person on and the told one call to person what my business was without my asking her because she didn't want to get the called party to hung up. Apologized for the problem and let the customer know the agent's supervisor would be informed for follow up. Customer does not want contact.	02/25/03	Met with agent. She did remember receiving a call where a voice person hung up on her twice. Coached the agent on the importance of always keeping the customer informed as well as not breaking transparency. Agent also advised that she must stay focus on the call at all times and to make sure she uses the appropriate explanation phrase when explaining the svc.
3467H	02/23/03	9			
3467H	02/23/03	21			

3469H	02/24/03	3	SRO caller tried to leave a message on person's cell phone but agent said it was busy. Customer was calling her husband and he was not using his cell phone at that time. Apologized for problem and let customer know the agent's supervisor for follow up. Customer would like to be contacted.	05/07/03	Met with agent and she did not remember the call. She stated that when processing calls she always keeps the customer informed and follows all customers requests. She also stated that the only time she would say a line was busy is if the line was actually busy. Agent was coached on proper procedures for leaving a message on answering mach and the importance of following the customers request. Unable to contact customer due to invalid number provided.
3471H	02/24/03	4	Customer states that this CA dialed the number given and then when they answered typed (F) and nothing more. There was no GA and and the agent hung up on the customer. Thanked the customer for letting us know and assured that the complaint would be sent to be investigated further.	02/27/03	Spoke with agent. Agent does not remember this call.
3472H	02/25/03	5	Internet relay customer called to report that CA had hung up on the middle of his conversation. Thanked the customer for letting us know ad told him the report would be sent to the caller center supervisor. Apologized for the inconvenience. No follow up requested.	02/25/03	Supervisor disconnected this call due to no response for 3 minutes after outbound hung up.
13013	02/26/03	3	Customer stated they were calling their doctor's office to speak to a specific person and the agent did not identify the second person who came on the line and took over their call and gave their info to the wrong person. Customer had no control of the call. Apologized to the caller for agent not following proper call procedures. Follow up requested.	02/28/03	After reviewing the call Team mgr met with agent. The agent did not process the call according to procedures and was coached by the Team mgr also documented incident acknowledge the agent mishandling the call. QA rep also met with agent concerning complaint. Agent remembered the call. Agent stated that when the second person came on the line that he provided the standard announcement and relayed the info provided by the caller in error. Coached agent on the importance of following directions and refraining from breaking transparency. Agent understood the importance of always following proper call procedures when given specific instructions. Emailed customer and thanked her for the feedback and directed her that if she had any further concerns or needs of assistance to contact Bill Stricklen's office.
13013	02/26/03	4			

3478H	02/27/03	3	SRO customer typed a number to call and then retyped it realizing their mistake and agent dialed out to the first incorrect number. When customer interrupted agent telling the agent they had made a mistake and to 'look again,' the agent told customer they didn't have to be rude and dialed out. From that point there was nothing further. Apologized for problem and thanked customer for letting us know. No contact requested.	05/07/03	Met with agent. Reviewed appropriate phrases and responses for this type of situation. Agent assured supervisor she would not use any type of inappropriate responses with a customer.
3478H	02/27/03	17			
3480H	02/27/03	5	SRO customer states when he was making a relay call that agent said "if you didn't know directory assistance number then you shouldn't have put any number." According to the Customer, the agent disconnected the customer. I apologized to the customer and thanked then for letting us know. Assured the customer that supervisor would address this with the agent that acct mgr would contact then via email address provided.	02/28/03	Not able to follow up with customer due to no names provided. Spoke with operator about this call. He did not remember such a call coming through. His team leader reminded him of the penalties for disconnecting a customer, and the operator was coached on how to be polite and professional in a given situation.
3480H	02/27/03	17			
3485H	02/28/03	17	Customer states agent was impatient and rude. The customer had entered the wrong number to dial. The party he intended to reach was not at the number he provided so customer asked agent to hang-up and dial correctly to new number. The new instructions were not taken well by agent and "he started typing anything he wanted". Thanked customer for the call and apologized. No follow up requested.	03/01/03	Met with agent. Agent said he remembered the call and did follow the customer's request. Agent also stated that he typed everything verbatim. Coached agent on the importance of following customer's instructions an maintaining a polite and professional attitude.

3387H	02/02/03	9	<p>Customer states that she was making an online relay call and in the course of the conversation while the agent was typing all the OB had said, the customer interjected with a question. The agent then typed to her not to interrupt until the agent had finished relaying her msg from the OB. She then didn't respond but waited for the "Ga" meaning that the OB had stopped talking. She then asked the questions again..Again the agent asked her if she understood not to interrupt the opr. The customer then told the agent to please back to the OB that she is old and uncomfortable with long silences while the agent was asking these questions. Again the opr for the third time asked if she understood and she was not to interrupt. The customer then told the opr that this is the third time that she is telling her to relay to her question and to please stop being patronizing. The agent then told the OB what was going on and preplexed the OB. The customer then told the OB to hang up and she wld get another opr. The opr told the customer that she was going to report her and th</p>	02/04/03	<p>Met with agent. Advised agent that it is not acceptable to inform the TTY user to wait for a 'GA'. Also advised her that TTY user's are always in control of call. Coached agent on the importance of remaining transparent. Also coached agent on the importance of professionalism when communicating with customers. Reviewed caller control and transparency policies with agent. Due to nature of complaint disciplinary action will be taken.</p>
3913	02/28/03	5	<p>The customer stated that agent was extremely rude. It wasn't necessarily what the agent said but how it was said. For example 'you need to wait and listen' in a short and abrupt tone of voice. This agent disconnected the call when the voice customer asked to speak to the supervisor. Apologized to the customer and explained this issue would be forwarded to the agent's supervisor. The customer would like a follow-up.</p>	03/01/03	<p>Coached agent about being rude and calling TL's to help with difficult calls. Informed agent that disconnecting customers will not be tolerated. Agent is now in a probationary period. Agent has been told that if this happens again, it may lead to termination. Agent is aware this will remain in the database.</p>
3913	02/28/03	17			
11763	02/14/03	17	<p>A TTY user had called into the bank for information. Agent kept interrupting the call, and putting on the mute, then when back on the line agent was giggling, as perhaps talking to another agent.</p>	02/25/03	<p>Met with the agent. Agent remember the call she stated the voice person sounded irritated and was talking to someone in the background and not focused on the call. The customer then kept asking for a repeat after the GA, which made the call difficult. Coached the agent on the importance of not talking on a call and maintaining a professional phone image. Due to the nature of the complain appropriate action will be taken.</p>



March 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3493H	03/03/03	29	The person requested that the number entered to be dialed out not be dialed until his final instructions were given to the operator after that operator came on the line. He did not want to type the instructions into the instructions field and he wanted to instruct prior to the operator dialed out to the number. Also he said when he does type into the instructions box the operator tells him they did not get any instructions on their screen. I explained to customer as the operator had explained that the system is designed to automatically dial out as soon as the person clicks on the connect to relay operator icon. I told him that his comments would be sent to the CA acct mgr.	04/16/03	No customer info available to follow up. No agent ID # number available to track down.
3001-I	03/06/03	21	Customer called through internet relay to report a problem with agent. They asked to call a number and got a recording. Then gave a new number to call. Instead of calling that a new number she called the first number and then left the second number on the first number pager. Now she has created confusion and possible problems between the first and second numbers. I thanked the caller for letting up know and explained that if dialing instructions are not perfectly clear it would be possible for an operator to make a mistake. I told the person the report would be sent to the call center supervisor and apologized for the inconvenience. No follow up requested.	03/07/03	Met with agent. Agent did remember the call. She stated the 1st number dialed was a pager. Then the customer only typed number xxx xxxx GA. Agent thought this was the number caller wanted to leave on the pager. Agent sent redialing and let them know the page had been left. Then the customer began cursing at the agent about the error but before they could respond to them the customer hung up. Coached agent on the importance of following customers instructions. Also if the agent doesn't understand them to verify those instructions with a customer before processing the call. If a mistake is done to let the caller know and apologize for the mistake.
3004	03/06/03	25	Customer is being cut off in mid conversation after connection to OB party. Apologized for the problem and opened trouble ticket I000777289 resolve the issue. Follow up is requested.	03/11/03	Several attempts to contact customer were unsuccessful.

3051-I	03/14/03	21	<p>SRO person called in to sat that they had a situation tonight happen with sro and wanted to let us know. She received a sro call from a friend and it was a funny call kind of a prank and she was laughinh. She hung up and 5 mins lter she got another call and it sounded like the opr she just had she did not announce the call and said "who's laughing now *@#!. she responded with 'who is this and the person said who do you think it is' and then hung up. The customer feels that the opr's nbr started with a 9 but that is all the info she had. I explained that her friend did have kept the same opr on the line t redial and told her if something like this happens again to try get the opr nbr. The customer is scared that the opr will be able to track her down I also apologized and explained that the agents sign a confidentiality agreement and no info is to be taken from the call. I told her I wld document the info customer declines leaving any personal info.</p>	03/04/03	Unable to follow up as no contact info was provided.
2463	03/15/03	21	<p>Customer is very upset that voice callers are not able to interrupt TTY users while they are typing. She wants the technology updated she said that she is contacting the FCC congress etc and wants this changed. Said for emergency purposes voice people need to be able to interrupt or we are going to be sued. Said she has left messages for Dan in customer relations and he doesn't return her calls. She is fed up and wants a return call ASAP preferably in the morning. Explained that I would fwd her complaint and someone would be contacting her for a follow up.</p>	03/17/03	Spoke with customer on 3/17. She was very nice let her vent. She called in CA unclear how she got to me.
3033-I	03/16/03	17	<p>Customer states 'after the person I had called hung up the operator wrote "cops are on there way". I called to tell a girl how much I like her and the operator said this after she hung up.' Customer wants operator to know that she has no business getting involved and making unwanted comments to callers. Customer svc rep apologized to customer and said a complaint would be issued.</p>	04/30/03	CA did not remember making that statement, agent was coached on remaining transparent.
3033-I	03/16/03	21			

3050-I	03/17/03	21	<p>SRO customer called to let us know he typed the number to dial in the dialing box and was connected to a operator he did not get the operator # like he always does. The operator asked number you are dialing to please he typed the number and the operator dialed to the number he had typed in the dialing box which was a mistake it was his mothers phone number and it woke her up. He tried to explain to her that it was a mistake then the operator typed "demiurge didactic" he said he did not think that sounded like his Mother's words and when he tried to ask the operator about it he got disconnected. I told him I was not familiar with the phrase he said it means to have little urge to instruct. He thought that perhaps someone had hacked into our system and was messing around told him I would document this and apologized for the problem.</p>	03/17/03	No further action possible as no names were provided.
3049-I	03/20/03	5	<p>SRO customer called to say that operator failed to respond on the middle of the call kept caller kept typing hello are you still there was no disconnection light and the other party had just asked a question and caller responded and did not get an answer from the relay operator. Was calling doctors office and will now have to fax them. Apologized to customer and assured that the operator's supervisor would be informed and they would follow up with an email.</p>	03/21/03	<p>Met with agent concerning complaint. Agent stated while processing the call he experienced technical difficulties which caused the screen to freeze. The agent stated that the call was unable to be processed. Review proper procedures to follow when receiving technical difficulties on a call to ensure the satisfaction of customers. Advised agent when experiencing technical difficulties to fill out a CA feedback form and alert a supervisor so that the incident can be properly documented and fwd to a tech for follow up. Bill Stricklen followed up in email with customer and told her that agent had been coached and that any feedback is always welcome from customer.</p>
3058-I	03/23/03	1	<p>SRO customer states that he gave the number to the operator to dial and waited 3 minutes with no response. When he finally asked for a supervisor the operator typed that his message was garbled. The operator never did get the supervisor on the line. Thanked the customer for letting us know and assured that a complaint would be sent so problem could be investigated further. The customer did not request contact.</p>	03/24/03	<p>Reviewed the Rockwell report for 3-23-03 and at no point during that day was there an agent logged in under the agent number provided. That number has not been assigned to an agent for over three months. No further follow up possible.</p>

30621	03/25/03	21	<p>Customer explained that during a call to his insurance co he continued typing info in between the ga so that he wld be ahead of the info they were asking for. The Caasked him to refrain from typing his ga's. The customer thought the purpose of using relay online was to save time by typing at the same time the opr is typing. The cusotmer typed to the CA in parenthesis to indicate speaking to the CA ( I'm sorry). Then the CA (you are still doing it). Customer did not appreciate being reminded. Other than that the CA did a good job typing. Customer svc explained that typing at the same time the CA is typing interrupts the svc and makes bleeping tone in the ears. Cusotmer was not aware od that and thanked me for that info however still did not appreciate beign reminded by the CA. I thanked the customer for letting us know and told him the report wld be sent ot the call center supv. APologized for the inconvenience. No follow up requested.</p>	03/25/03	<p>Operator said he typed to TTY user please do not type after you GA before my relay GA. Explained that it cause complications with the flow of the call. Operator felt fine explained this because it was making difficulty in relaying abilities to process the call effectively. Was not trying to be rude. Asked operator to be sure to set supervisor help in the future instead of trying to solve himself.</p>
3061-I	03/25/03	3	<p>The agent and supervisor discriminated against my call and hung up on it. The customer had typed a message with some offensive language in it to give the person they were calling. The agent seemed to be offended by what was said and called the supervisor over and said that the conduct was inappropriate and hung up. Thanked the customer for calling in let them know that I would write this up and fwd to the appropriate center. Customer would like contact via email.</p>	03/26/03	<p>A customer had called in and gave the agent a nbr to dial. When the agent dialed the nbr and got the person on the line the cusotmer then tpyed what he wanted the agento reallt. It was very vulgar but since the agent was in relay mode she knew she had to say exactly what was typed. The voice perosn hung up when the agent started to read. The tty customer had the agent redial several times which the agent did and the voice person continued to hang up. The tty user got very agnry at the agent and was using profanity twfd her. This is when she called the supv over. The tty user was very uspet with the agent that she was letting the voice person hang up and not redialing fast enough. I told them hsis language was inappropriate twds the agent. This is when he told me I cld not censor his calls he wld not let me type and continued to use profanity. Following the procedure of we do nto tolerate verbal abuse twds the agents at that time I did hang up on him. Emailed cust and thanked himf or the feedback. Will email me back if he needs assistance. - Bill Stri</p>
3061-I	03/25/03	5			
3061-I	03/25/03	17			

2470	03/26/03	17	TTY said CA typed derogatory phrases and disconnected the line on me. TTY user would not give a name or #. There was no OB connected at the time CA was said to have hung up. Follow up email requested. Apologized to the customer and assured them the CA wd be spoken to.	05/03/03	CA stated he did not type the phrase shown in the complaint and after three minutes of no response the call automatically timed out. Unable to process follow-up due to no names given.
3068-I	03/26/03	29	Can not cal to PR number and receives the International message call is not allowed. Determine customer was not entering number correctly and she tried the call again and it still did not work. Apologized for the problem. Entered TROUBLE TICKET I000820576. No contact requested.	03/27/03	TROUBLE TICKET was closed. Fixed the problems.
3070-I	03/27/03	4	Earlier this operator after she dialed the number she never let me know if the phone was ringing or not. And I never got anything from her and I had to hang up and make another call with another relay operator. I apologized for the inconvenience and told the customer the report would be sent to the call center supervisor. I thanked the customer for letting us know.	03/31/03	Met with agent. She did not remember this particular call. Since this was an internet call the response time maybe slower than usual. Coached them on the importance of keeping customers informed. Also coached the agent on the importance of responding in a timely manner.
3073-I	03/28/03	29	SRO customer states there is a glitch on the system. When dialing instructions are entered the calls are always disconnected from the operator. Customer states it happens all the time. When no comments are typed in one instruction area then I can get through. It happens 99% of the time without comments in the instruction box. Customer states he is located in MD and dials thru SRO and customer just hopes to keep the system answering svc available friendly. Customer svc rep thanked customer for taking time to advise of the problem. No follow up requested. TT#I000826027	03/31/03	TROUBLE TICKET was closed due to not enough info and no contact info to gather additional info.
3077-I	03/29/03	5	Customer called in stating that the agent hung up on them. The customer also claimed the agent did not do her job I asked her to dial a number and she told me it was busy twice. I called back and a different agent put the call right through. Thanked the customer for calling in let them know that I would write up the agent hanging up on them. Explained to the customer that the agent probably did get a busy signal and as they did not ask the person were trying to call if they had been on the phone did not wrote up as a complaint. Customer does not want contact with resolution.	04/11/03	Met with agent she did not remember the call. Agent stated that she would not hang up or lie to a customer. Coached agent on the consequences of hanging up on a customer, or following the customer request.

3080-I	03/30/03	35	SRO hearing customer very upset that she had received inappropriate and seemingly threatening calls." I think this is a disgrace to the Sprint name. I feel that your Co needs to look at itself and realize this website is being abused by young adults as a joke." I apologized to the caller and thanked her for her input. Customer would like to be contacted by the acct mgr about this.	04/03/03	Attempted to contact customer. 3/31 no answering, 4/1 no answering, 4/3 - left message if questions call me back.
3078-I	03/30/03	5	SRO customer said relay agent hung up on them for no apparent reason in the middle of the call they got no response from the agent no typing. Did not even get the person hung up. Apologized to customer advised it may have been a technical problem but would let the supervisor know. No contact necessary.	04/03/03	Consulted with agent. She does not remember this or any similar situation in the same time frame.
6404X	03/03/03	7	Customer complained of poor typing by agent. Apologized to the customer.	03/03/03	Customer interrupted agent typing several times which resulted in communication being garbled. Agent was not at fault.
13074	03/09/03	21	Customer called in stating that on a call she made yesterday to her sister the call was going very slow. Her sister on voice line herd the operator speaking to other people talking and laughing Agent did not mute her microphone. We have been using relay for awhile and did not like the experience the Services operator provided. Apologized to the customer for the inconvenience and advised that the complaint would be fwd to the appropriate center. Customer does not wish for a follow up.	04/06/03	Met with agent and agent stated that she did not remember the call but would not talk to another agent while processing a call. Coached the agent on following proper call procedures and staying in relay mode throughout the call process. Agent also advised of the consequences of talking on calls laughing on calls and not being professional.
12887-A	03/28/03	3	Customer upset because agent did not follow instructions to get phone listing requested from DA and also to get a supervisor. I apologized to the customer for the inconvenience and informed the customer that a complaint would be documented and fwd to the proper department. No follow up requested,	03/28/03	The Team mgr observed that the agent had not kept the customer informed which made the call confusing and the customer upset. The team mgr met with agent after the call and coached her on the importance of adhering to customer's requests and keeping the customer informed. Also advised agent of the consequences of refusing to honor customers requests.

3049-I	03/20/03	5	<p>SRO customer called and said Operator failed to respond in the middle of my call. I kept typing hello are you still there and there was no disconnection light and the other party had just asked me a question and I responded and did not get an answer from the relay operator. I was calling my Dr. office and will now have to fax them. Apologized to customer and assured her that the operators supervisor would be informed and they would follow up with an email. Customer would like to know what happened via email.</p>	03/21/03	<p>Met with agent concerning complaint. Agent stated while processing the call he experienced technical difficulties which caused the screen to freeze. The agent stated that the call was unable to be processed. Review proper procedures to follow when receiving technical difficulties on a call to ensure the satisfaction of customers. Advised agent when experiencing technical difficulties to fill out a CA feedback form and alert a supervisor so that the incident can be properly documented and fwd to a tech for follow up. - Nickia Whitehead Emailed customer and told her agent was coached any feedback would be appreciated.</p>
5397	03/14/03	21	<p>Customer was frustrated with agent being unable to keep up with voice caller. TTY user did not need to be called back.</p>	04/04/03	<p>Agent followed proper procedure however voice person kept hanging up on agent. Also coached agent on importance of keeping customer informed.</p>

April 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3078-I	04/03/03	5	SRO customer said "relay agent hung up on me for no apparent reason in the middle of the call I got no response from the agent no typing nothing did not get the person hung up." Apologized to the customer and advised it may have been a technical problem but would let the supervisor know. No follow up contact necessary.	04/03/03	Consulted with the agent. She does not recall this or any similar situation in the time frame she was working.
14048	04/07/03	5	Customer called and complaint that the agent was rude and also hung up on them. Thanked the customer for informing us of this incident. Advised customer that this complaint will be fwd to the appropriate center. Customer does not request follow up.	04/10/03	spoke with agent. She does not remember the call where a customer was upset. There is nothing documented for this agent in the disconnect call log. The center did not lose calls on this day. Do not know why TTY user felt that agent was rude. Would be helpful to know why agent felt that the agent was being rude. The agent did not hang up on anyone. She always gets permission from the bridge to disconnect loop calls with no response. She knows the procedure and follows it. Die snot hang up on anyone. TO keep this from happening in the future the agent will continue to get permission to disconnect a call and call a supervisor if a customer seems upset about something.
14048	04/07/03	17			
3111-I	04/11/03	3	Caller said agent needs a bit more coaching on following detailed instructions more carefully. Apologized to caller for the problem. No call back was requested.	04/13/03	Met with agent. Agent recalls that the TTY user gave him a name along with specific instructions on how to announce the call. Agent stated that he announced the call according to the customers specifications but did not keep the customer informed that the specific person was on the line. Coached agent on the importance of directing a call for a specific person as well as keeping the customer informed at all times. Also if the instructions are not fully understood ask for clarification.



13096	04/19/03	4	Agent was rude to the outbound party, purposely talking and relaying slow with a lot of pauses. Constantly asked him to repeat and may typing errors. Stated that agent hung up on outbound party and that the outbound (her husband) did not hang up. Agent did not relay to outbound that inbound wanted a new agent. Apologized for the problem and advised that the agent would be addressed. No followed up requested.	04/19/03	Met with agent and she remembered the call. Agent stated that the OB person was speaking very fast which caused her to pace the customer. Agent also stated that when a team mgr was requested she did get on for the customer and that she was never rude or unprofessional to the customer. Coached agent on pacing the outbound and keeping the TTY user informed throughout the call. Also advised the agent document such incident.
13096	04/19/03	17			
15073	04/25/03	4	Customer said he had this same agent a couple of days ago and had to request a change because she could not type verbatim. He said she is too slow and misses out on what he says to his party. Apologized to the customer for the inconvenience and got a different agent to continue his call. No follow up requested.	04/28/03	Met with agent and she remembered the call. Agent stated that the OB person was speaking very fast which caused her to pace the customer. Agent typing speed and accuracy meets requirements. Coached agent on pacing the customer and typing the conversation verbatim. Advised agent o make sure that the customer is kept informed and to use the appropriate phrase when pacing.
15073	04/25/03	7			
6476X	04/25/03	5	Customer was upset stated after placing her 1st call the CA typed SK to GA to her then hung up before she could give the other # she wanted to call. Apologized to customer informed her would give this to the agents supervisor. Customer was ok with this.	04/25/03	Met with agent. He stated that he did not remember the call but would never act inappropriate while process a call not would he hang up on a customer. Coached agent on the importance of keeping the customer informed following the customer request and staying focused on the call. Advised than hanging up on a customer was unacceptable and would not be tolerated.
3139-I	04/20/03	21	Customer in Canada very upset and angry that he cannot make Canadian calls via SRO and wants to know why. Relief agent took complaint apologized for problem and agreed to ask acct mgr to contact the customer via email address provided. Please contact via email .	05/16/03	Emailed customer to explain how FCC will not allow except calling card on call to 800#
3136-I	04/18/03	5	An internet customer called to say that he had just placed a call thru the internet and that the agent disconnected him before he was thru with the calls. Apologized to the customer for the inconvenience and frustration. No contact requested.	04/23/03	Met with agent did not remember the call but was coached on the importance of processing calls for customers. The agent was advised of the consequences of disconnecting calls. It was also explained to the agent if a call is disconnected by mistake or due to technical difficulties a Team mgr should be informed and the incident documented.

6439X	04/01/03	5	Operator would not listen to my instructions asked for supervisor and operator hung up on me. No follow up requested. Apologized to the caller, assured operator would be coached.	04/14/03	Met with agent and she did remember the call where the TTY user gave her specific instructions which she followed. In the middle of the call the TTY user asked for a supervisor to complain which at that time agent requested supervisor. TTY user became impatient and hung by the time the supervisor arrived. Coached agent on following customer's request and if unsure to verify the request with the caller. Advised agent on the consequences of hanging up on a customer.
14049	04/05/03	21	Customer says that she is being harassed by a prankster. She would like a call back from the acct mgr. The customer stated she knew that it was an internet call. The only thing the internet customer typed was they always think I'm pranking them. Can you please redial." Team mgr informed the customer that we are unable to block her number at this level. I also apologized to her for inconvenience this has caused.	05/16/03	Left message with customer thanking them for feedback and telling customer to call account manager back if there are any concerns. Explained block system.
15188	04/12/03	4	Operator is lazy and did not write complete recording. He was wasting my time and I didn't appreciate it. Apologized to the customer. No follow up requested.	04/17/03	Met with agent and he did not remember the call. Coached agent on the proper call procedure to follow when processing a recording.
3126-I	04/15/03	3	Caller said the agent failed to follow instructions of not typing answering mach msg. Agent typed it anyway and did not redial immediately when requested by the caller. I apologized to the caller for the problem and let them know a complaint would be sent to agents location. No call back requested.	04/17/03	Met with agent she did not remember this call. Coached agent on following the customers request keeping the customer informed staying focused and paying attention throughout the call process.
3106-I	04/10/03	1	A FL internet customer called to say that agent took too long to dial the number I gave her and when I asked her to redial she disconnected me. This was an emergency call as my son's accident put him in the hospital and they would not provide treatment without adult verification and all that because of this agents behavior my child could have died. I want her terminated if I call the relay again and she is still employed I may have to take legal action in this situation. Explained to the customer that I would send a complaint to this agents supervisor and the acct mgr and apologized for this agents behavior. Did not request a call back.	04/19/03	Met with agent regarding this complaint. Agent did not remember this particular complaint. Agent was coached on dialing procedures that must be followed agent also addressed regarding disconnection a call on a customer and the consequences of doing so. Advised agent to make sure all customer request are followed at all times and that the customer should remain in control of the call.
3106-I	04/10/03	3			
3106-I	04/10/03	5			

May 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3177-I	05/01/03	21	Customer said "In the course of my job, I make many calls to various state agencies, and I only just recently found out some of these specialists that I call have been complaining to our phone unit (and avoiding directly complaining to me, as well as avoiding contact with me) that they can barely understand the relay agents when I call due to very strong regional accents. This makes communication very difficult and very slow sometimes. In the future, I will suggest to the specialist at the agency I am calling to make a note of the relay number in order to make a detailed complaint. The typing is frequently very slow and error-prone. I work for the State of California in Disability at the Controller's Office". Customer Service apologized to the customer for the inconvenience and thanked the customer for bringing this to our attention. Advised the customer that in the future that agent ID numbers would be very helpful in tracking the incident. Told the customer the report would be sent to the account manager for follow-up. Customer wants a follow-up call from	06/09/03	Talked with the customer and she was satisfied and understood that she would get the CA#, time and date next time.
3190-I	05/04/03	5	SRO customer says "I was getting in a fight with my girlfriend and the agent hung up on me it just happened a few minutes ago". No customer contact requested. Customer Service apologized to the customer and told him that a complaint would be turned in to the supervisor. No follow-up is necessary.	05/06/03	Team leader met with the agent, who didn't remember the call. Agent also said that in the middle of processing some internet calls, the response is slow or there is no response. Coached the agent on proper procedures to sue when not receiving a response from the TTY user. Agent was advised to tell a team leader and document such incidents. Also advised the agent that deliberately hanging up on a customer is unacceptable and won't be tolerated.
3190-I	05/04/03	21			
3199-I	05/07/03	29	A voice AZ customer called to say that she is having trouble contacting a TTY patient. When she calls this person through relay she gets a recording that the TTY user's long distance is not in service. She calls other patients long-distance from the same phone without problem. This is the only TTY user that she calls. She isn't using a cell phone to place the call. RCS explained to the customer that we would put in a trouble ticket, which is # 912237. Customer wants to know the results.	05/07/03	TT results - 05/07/03 11:30:02 (CXM6046): Contacted Customer Service - per CS Sup closing ticket and they will contact the Customer. 05/07/03 11:27:18 (CXM6046): Contacted Customer Service - per CS Sup closing ticket and they will contact the customer. TT was closed but unable to contact customer to follow up due to no contact info.

3200-I	05/07/03	21	<p>Customer said "Yesterday I called to leave a message to (my) customer and that customer informed me that operator had to restart the message three times just to correct herself so that my message is left. And what made it worse was the operator had to left the wrong name of my bank that I represent. I do notice the quality of relay operators on internet as opposed to normal phone relay operators. The significant difference is that operators on internet seemed to be rookies or undergoing training. So I decide it is enough and I am calling in to see what's going on with internet relay provided by Sprint. It always has been good service until recently. Maybe during past months, why so huge drop in quality (sic)? Incoming calls seem to be better, because I assume those calls are with Ohio Relay operators, since all of (my) customers are in Ohio.</p>	05/09/03	<p>Customer service thanked the customer for calling this to our attention and explained that internet relay calls are routed through our Sprint Relay call centers just like regular relay calls. I explained that if we have agent ID numbers those agent can be coached regarding the mistakes made. I apologized for his experience recently and offered to have the Ohio account manager contact him if eh would like more follow-up regarding this situation. He left his name and TTY number and email address so that the account manager could call him. Customer does want a follow up from her. Account manager called the customer and spoke with him. Thanked the customer for sharing his concern regarding using the internet relay service. Requested that in the future he document the agent's ID number, the time of the call, and the date.</p>
3205-I	05/08/03	17	<p>Voice customer got call from a catalog TTY. Customer was placing an order and voice caller says that the operator was very unprofessional, was rude, and was chewing gum. After five minutes another agent took over the call and there we no problems with that operator. Advised customer that the info would be sent to operator's supervisor. Customer did not request contact.</p>	05/08/03	<p>Met with agent, who didn't remember the call. Agent was coached on the importance of being professional on all calls, on never being rude to the customer, and making sure when voicing that his voice is clear and not sounding rude. Advised the agent that when relaying our voice should reflect the customer's request and not sound as if we are bored. He was also advised that eating on a call or other inappropriate behavior wouldn't be tolerated.</p>
3210-I	05/08/03	3	<p>SRO customer said that the operator was given the number and extension number to dial. Relay operator allowed the recording to go on and didn't enter the extension number. The customer asked the operator to redial, but the operator didn't reply for five minutes. Apologized for the inconvenience and advised complaint would be fwd to mgr.</p>	05/08/03	<p>Team leader met with the agent. She did remember the call, and said that her intentions were to type the name of the business back to the customer and then enter the extension number, but became confused and started to type the recording instead. Coached the agent on the importance of following the customer's request and staying focused on the call at all times. Agent was also coached on keeping the customer informed of the call's progress.</p>
3210-I	05/08/03	4			

3224-I	05/09/03	9	Caller said he had called two pizza places and directory assistance and instead of getting their usual greetings for the businesses, the agent just typed "Hello GA". Apologized to the customer for the problem and let them know that a complaint would be sent for review with the agent's supervisor. No call-back was requested for this.	05/15/03	Team leader went over proper call procedures and operator understands that the greeting must be typed verbatim.
6500X	05/09/03	5	Gave number to agent. who hung up on the TTY user. Thanked the TTY user for taking the time to let me know.	05/11/03	Thanked the TTY user for taking the time to let me know. Informed the TTY user I would follow up with the agents team leader so they are aware of this. Customer doesn't request a follow-up.
6500X	05/09/03	8			
3220-I	05/12/03	35	SRO customer says she continues to get "your call has been disconnected" messages before customer dials out. Customer suggests changing the system to allow redial. Customer is tired of having to put the number in again and again. Customer requests a follow-up call.	05/16/03	Account manager emailed the customer that we need more information or a specific date and time of the incident. With that we could pinpoint the problem. Still waiting for her response.
3225-I	05/13/03	4	Customer says the agent didn't keep customer informed. Customer says it's confusing when the agent doesn't type "GA". Customer says customer needs agent to give the GA so the customer will know when to type on SRO calls. Customer says the online call was confusing because the "GA" wasn't regularly typed. Apologized for the problem.	05/13/03	Agent doesn't remember this call. Agent says she always types the "GA" when the customer requests it. She does wait first for a bit to be sure that the customer is done talking. On many SR calls both parties talk and type at the same time. Team leader told agent to be sure to always type "GA" to avoid confusion. Emailed customer on 5-28-03 saying that I spoke w/ the agent and the agent is aware of proper call procedures and the use of GA.
3233-I	05/14/03	3	SRO customer says the agent didn't read the instructions given. Customer wanted a specific person requested when the call connected, and the agent didn't follow instructions. Customer says it's up to the agent to take her time to look at the request made from the customer before dialing so the instructions do not have to be given twice. No follow-up requested.	05/15/03	Coached agent on keeping focused on every call and to comply with customers' requests.

3243-I	05/18/03	4	SRO customer was upset that the agent paused for a long time when the customer asked agent to dial a number. Agent also misspelled the name Erika as Erica, which also upset the customer. Customer doesn't want this to happen again or this agent to relay customer's calls. Apologized for the problem and let the customer know that they can request an agent change if they desire a different agent or hang up and call back if needed. Let the customer know I will submit this complaint to the supervisor for follow-up with the agent. Customer doesn't want call back.	05/20/03	Team leader addressed the agent regarding this complaint. He remembered the call and stated that the TTY user didn't send the "Go Ahead" after giving the number to dial, so he waited for further instructions before dialing the number. Also the voice person was talking to someone in the background throughout the call which made it difficult. Agent also informed a Team Manager of the incident, which she documented. Coached the agent on keeping the customer informed, making sure that he responds in a timely manner and backspacing to correct all typing errors. Advised the agent that if he is unsure of spelling, to verify it with the customer.
3243-I	05/18/03	21			
2533	05/20/03	3	TTY user complained that the agent didn't repeat typed information to the voice person. Agent said voice person was talking in the background and wasn't listening to the agent. Agent did repeat the information once. TTY was upset that the agent didn't repeat once more. Agent told TTY user that the agent was following the proper procedure. Agent said customers kept interrupting and refused to read what the agent would type. Customers finally asked for another agent. I informed the TTY that the correct procedure was followed. But they kept interrupting me and refused to read what I would type. They finally just asked for a new CA. no more problems.	05/20/03	Followed up with this agent and commended this agent for adhering to proper protocol of not repeating a second time.
3246-I	05/20/03	35	Complaint/Suggestion : Caller would like the relay policy revised so when an agent reaches a recording that asks for a language selection during the call, that the agent hit "English" by default.	05/23/03	Team leader explained to the customer that the caller is responsible for telling the agent what options to select when reaching recordings. Team leader let the caller know that his suggestion would be passed along to management. Trainer will bring it up to trainer meeting.

3248-I	05/22/03	4	SRO customer gave the agent a number to dial and told the agent to get a live person, and the agent typed "recording". Customer waited over two minutes, and had no idea what was going on. Agent then disconnected the customer. Customer service explained to the customer that since he had asked for a live rep the agent didn't type the recording with all the options, but the agent still shouldn't have disconnected. Customer Service apologized for the problem and explained that since he had asked for a live rep the agent didn't type the recording with all the options, but the agent shouldn't have disconnected. Customer doesn't want follow-up.	05/22/03	Team leader talked to agent, and she doesn't remember the call. Agent discussed with the team leader the procedures agent is supposed to use in such a situation, and they were correct.
3248-I	05/22/03	5			
3259-I	05/26/03	4	Customer said that the operator didn't type the message on the answering machine and didn't type to her when they were redialing. Customer wants to be informed on each step of her call. Apologized and advised customer the supervisor would be notified. Customer would like follow up.	05/28/03	Met with agent regarding complaint. Agent stated that in the middle of processing the call his keyboard froze which prevented him from typing to the customer. The incident was documented.
3265-I	05/28/03	7	SRO customer reports that the operator typed too slowly, typing one word at a time then pausing for several seconds. Team leader told customer this may be a technical problem encountered with Internet service. Customer requested that the complaint be forwarded to management to document the delay if due to technical issue. Customer didn't request a follow-up contact. Advised customer this may be a technical problem encountered with Internet svc customer requested a complaint fwd to mgmt to document the delay if technical.	05/30/03	Agent did not remember the call. Agent typing speed meets FCC requirements. Coached agent on keeping the customer informed so that the customer is aware of what is going on.
3264-I	05/28/03	5	An internet customer called to say that the agent hung up on her after she had requested that the agent redial a number. Customer didn't request a follow-up. RCS apologized to the customer.	05/30/03	Agent did not remember the call. The agent stated she would never hang up on a customer the agent was advised of the consequences of disconnecting calls. Also explained to the agent if a call has to be disconnected to notify a Team mgr to document the incident.
3273-I	05/30/03	5	An SRO customer called to say that agent hung up on customer while customer was in the middle of a call. RCS apologized to the customer and explained complaint would be written up.	05/31/03	Agent did not remember the call. The agent was advised that this type of behavior was not acceptable and the consequences of such actions. Coached agent on appropriate procedures for all disconnected. Also explained to the agent if a call has to be disconnected to notify a Team mgr to document the incident.

## **Attachment**

### **Summary Log for June 1, 2002 – May 31, 2003 Video Relay Service**

For the period of June 1, 2002 through May 31, 2003, CSD processed 218,816 inbound video relay calls on behalf of Sprint, receiving a total of 264 (0.12%) customer complaints. None of these 264 complaints were escalated for action to the Federal Communications Commission.



June 2002

[illegible]

July 2002

Date of Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/02/02	He said that he gave VI a toll free 888 number to somewhere. VI had tried to dial and unable to receive correct number few times. Asked us why unable to use toll free that they tried to call.	07/02/02	Could be wrong toll free number? He said no. I told him that I will inform someone about this matter. We may inform him in email. I already sent an email to him that perhaps Texas has flood and power outage problems. Followed up with IT department and informed customer about possible technology interruptions. Customer satisfied.
07/05/02	Customer said that she gave toll free 888 to VI and VI dialed 888 but was unable to get 888 number accepted.	07/05/02	We will inform someone to take care of this matter to find out why unable to accept 888 toll free. We may be sending an email if we find some problem with 888. Suggest she try to contact VI to redial one more time. If not successful, might have to use TRS. We checked with IT support and correction has been made.
07/08/02	ISDN line doesn't seem to be connecting at Greensboro site. Kept getting error message saying Normal Call Clearing	07/29/02	Referred to CSD IT Department. Was informed that ISDN for North Carolina is up and running but need to work on setting up message instead of error message. Customer responded back that they got it worked out with dialing pattern being changed by adding '9' to number. This is an issue for IT to address!
07/12/02	Customer said that he had been trying to get in touch with VI at 3pm last Saturday on June 29th but one was available.	07/12/02	Informed him that will report to someone who will take care of this matter to find out. Received call data, all VI's busy at the given time. Operations to look at additional staffing on weekends.
07/19/02	Would like to see Spanish services expanded. While I recognize an interpreter that can speak Spanish on other days, why can't I use them for Spanish calls?	07/19/02	Referred to VRS operations and look into possible expansion of Spanish hours. Customer satisfied.
07/22/02	Needed suggestions on improving Video Quality. Complaint about one VI in Texas when he called 8:45 (Washington state time) and was told rudely that they're closing soon (11:00 Texas time). Wanted to know if VRS operating hours will expand. Also to thank CSD for not signing contract with Sign On since that agency is no Deaf customer-friendly.	07/22/02	Gave instructions for improving video quality. Informed him that I will refer his concerns and comments to appropriate people.
07/23/02	Requested Spanish on USAVRS	07/23/02	Explained to customer that she could use Texas' service and informed the customer of hours providing Spanish service

07/23/02	VI was disconnecting while customer spoke half way so redial again to another VI and told VI that he wanted previous VI because he wasn't finished but that VI was busy with someone else.	07/23/02	Explained to the customer that we can't transfer call to an operator who is busy, and that any other operator can take his call
07/25/02	Customer would like VRS services to be available 24 hours a day. They frequently make international calls and VRS hours are not compatible with calls to Europe. Traditional relay is 24 hours, why not VRS?	07/25/02	VRS became 24/7 on February 7th, 2002
07/25/02	Would like to make formal request for Russian services. Sure that many deaf Russian immigrants would like to be able to call their non-English speaking relatives.	07/25/02	Will notify operations team of this
07/26/02	Deaf caller used relay to place an inbound audio call complaining about trouble registering for an account on the website. Vi referred caller to web page for contact information. Caller wanted to be able to speak with customer service directly on TTY. VI was unable to obtain contact information for the customer.	07/26/02	Explained to the customer that we do not have an 800 number to call for direct customer service at this time.
07/26/02	Customer has left numerous messages for Customer service in the last two weeks. Customer Service hours are not compatible with my work hours. Technicians left messages that I have a firewall issue but our company technician does not believe this the reason I can't connect with USAVRS.	07/26/02	Passed on to customer service for direct feedback

August 2002

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/01/02	Denver closed at 5pm while consumer was in a call. The call was transferred on video to MN VI but they forgot to transfer the audio side so the call was interrupted. They reinitiated the call.	08/01/02	Called Denver to discuss with temporary VI. Explained the closing transfer procedures.
08/05/02	Customer said he contacted VI several times today and the message popped up and kept saying "You weren't able to accept NetMeeting calls"	08/05/02	Tried to figure out this problem so contacted Tier 2 in chat room and sent an email to Tier 2, who will take care of the problem and send an email to the customer
08/05/02	TVIS busy all morning, please open another station.	08/05/02	Explained to customer that their complaint would be forwarded to the appropriate authorities. TVIS offers services on a limited basis.
08/05/02	Hearing caller complained that they get an answering machine and then call automatically disconnects. Two floaters on duty tested the voice line while two stations were available and got the same recording.	08/05/02	Recording changed and lines were looked at.
08/08/02	Customer said that he dialed to VRS agent, he uses Envision and didn't receive ACCEPT from VI and transferred to customer. Customer used VRS this morning, and it worked well.	08/08/02	Suggested to the customer that he try to contact VI again to see if it works, and that if it didn't to call back
08/08/02	Customer was confused that he contacted VRS agent with dial but VI transferred to me. Talked with me that he changed to NetMeeting from envision for test, that he tried to click on Envision when he used with Envision but it was unsuccessful.	08/08/02	Asked him if he knows what VI number is, he said no. Explained to him that envision and NetMeeting may be confused, but if he use with envision then do press on envision.
08/12/02	Said that VI can't see him but I can see him/at work/no firewall/has a router but said there is match what usavrs.com recommended/he has with IT there.	08/12/02	Suggested them to try to reboot and try to contact to VI again to see if work fine. IT said they will keep trying to work on it until success. Sent router information to customer for configuring. Customer was satisfied.
08/12/02	Said that he had been tried to contact with VI but kept it says don't gatekeeper & unable to join to VI few times today so he rebooted few time then finally get into agent, why?/ He concerned about phone number boxes he has to press on the mouse to move next box from box, why not use press tab	08/12/02	Not sure what cause problem. Depend on might cause his internet or computer or VI problem/ Let to see if it come up again problem then contact me & let me know what is VI's number so we can check up why problem/found out that VI was down/ I will inform about phone number boxes/

08/13/02	She use on invrs.com, wonder if any VI who know Spanish speaker or sign because she has 5 Spanish people.	08/13/02	Explained her that usavrs.com has showed here for Spanish/ But I learned that there is no longer to have Spanish interpreter so I sent an email to her to inform about no longer. Spanish interpreter was not available only for a short time. It was brought back soon and the customer was satisfied.
08/15/02	Said that customer can't see VI but VI can see her so transferred to me, she can see me??	08/15/02	Suggest her to try to contact VI again if work fine, if not then contact me. Customer was able to see VI after trying again. Customer was satisfied.
08/15/02	Customer tried to connect through USAVRS several times. Unable to connect with St. Paul, Minnesota. Successfully connected with Texas and processed calls. Wanted to report possible problems.	08/15/02	During the time the customer tried to contact, Minnesota had T1 trouble. Connections were not consistent during this time. Referral to IT department was made and resolution was found.
08/19/02	Customer asking why we no longer have Spanish interpreter. She said she has 4 different families who are Spanish.	08/19/02	Explained to her that there wasn't enough number of customers who are Spanish speaking right now but in the future we will be adding more.
08/21/02	Said that VI can't see customer so transfer to me!	08/21/02	Can see customer video picture so transfer back to VI. After transferring back to VI, customer and VI can see each other.
08/26/02	1) Customer said VI told him that Vi disgusted his video picture was red color on his skin and need him to adjust color. He felt VI was rude. 2) He tried to call VRS at 11:05 but no one was there, said that vrs.com showed 12am to be closed.	08/26/00	Need to know what VI's number is, he did not get this, so suggested him to adjust color, go to open NetMeeting window and then adjust color to see better. Found out that Indiana has 1 hour time difference on east and west parts of Indiana
08/26/02	User said that nothing was wrong, was transferred back to CS.	08/26/02	Transferred to VI. Customer was satisfied after explanation was given for reason for video connection problem. Video quality was good to transfer back to VI
08/27/02	TVIS is always busy. Need to have another station available to all.	08/27/02	Contact customer service representative for additional follow-up
08/27/02	Would like Spanish services to be provided.	08/27/02	Being looked into expansion of Spanish interpreting services.
08/28/02	It appears that VI transferred user to CRS in error	08/28/02	I was unable to transfer user back to VRS agent. All VRS agents were unavailable. I explained to user with apology that VI were unavailable due to downtime. Asked user to call back in an hour or so

08/28/02	Trouble receiving from VRS call center. Supervisor told him to go to Tier 2	08/28/02	Referred to Tier 2 and he will take care of it. Tier 2 technician followed up and a resolution was made.
08/29/02	Customer made attempts to user VRS but the line was busy.	08/29/02	Transferred user to VI who was available. Gave our apologies. Continued to work hard to improve services.
08/29/02	VI transferred user to CSR. Based on notes, it appears that VI could not see user.	08/29/02	Transferred user back to VI since I saw no video problem. Explanation on reason for video connection problem was given. Video quality was good to be transferred back to VI
08/29/02	Would like to have TVIS open more stations. Frequently uses TVIS and has to wait, especially after 4 PM. She is a case worker and many clients line up to use the service. They end up getting behind on their work because they have to wait for a station to become available. They completely depend on TVIS. They cannot use USAVRS because it doesn't work on their computer system.	08/29/02	Will document the situation and pass on to the operations team.